

Docket No.
DE920020043US1**Declaration and Power of Attorney For Patent Application****English Language Declaration**

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name,

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

METHOD AND SYSTEM FOR AUTOMATICALLY TRANSFORMING A PROVIDER OFFERING INTO A CUSTOMER SERVICE ENVIRONMENT DEFINITION EXECUTABLE BY RESOURCE MANAGEMENT SYSTEMS

the specification of which

(check one)

is attached hereto.

was filed on 5/13/2004 as United States Application No. or PCT International

Application Number PCT/EP2004/050787

and was amended on _____

(if applicable)

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, or plant breeder's rights certificate(s), or 365(a) of any PCT International application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent, inventor's or plant breeder's rights certificate(s), or any PCT international application having a filing date before that of the application on which priority is claimed.

<u>Prior Foreign Application(s)</u>		<u>Priority Claimed</u>
<u>03101904.5</u> (Number)	<u>European</u> (Country)	<u>26/June/2003</u> (Day/Month/Year Filed) <input checked="" type="checkbox"/>
<u></u> (Number)	<u></u> (Country)	<u></u> (Day/Month/Year Filed) <input checked="" type="checkbox"/>
<u></u> (Number)	<u></u> (Country)	<u></u> (Day/Month/Year Filed) <input checked="" type="checkbox"/>

I hereby claim the benefit under 35 U.S.C. Section 119(e) of any United States provisional application(s) listed below:

(Application Serial No.)	(Filing Date)
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(Application Serial No.)	(Filing Date)
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(Application Serial No.)	(Filing Date)
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I hereby claim the benefit under 35 U. S. C. Section 120 of any United States application(s), or Section 365(c) of any PCT International application designating the United States, listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States or PCT International application in the manner provided by the first paragraph of 35 U.S.C. Section 112, I acknowledge the duty to disclose to the United States Patent and Trademark Office all information known to me to be material to patentability as defined in Title 37, C. F. R., Section 1.56 which became available between the filing date of the prior application and the national or PCT International filing date of this application:

(Application Serial No.)	(Filing Date)	(Status) (patented, pending, abandoned)
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(Application Serial No.)	(Filing Date)	(Status) (patented, pending, abandoned)
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(Application Serial No.)	(Filing Date)	(Status) (patented, pending, abandoned)
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(Application Serial No.)	(Filing Date)	(Status) (patented, pending, abandoned)
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I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorney(s) and/or agent(s) to prosecute this application and transact all business in the Patent and Trademark Office connected therewith. (*list name and registration number*)

All Attorneys and Agents Listed Under

Customer No. 33558

Send Correspondence to: Customer No. 33558 William A. Kinnaman, Jr.
IBM Corporation - P386
2455 South Road, Poughkeepsie, NY 12601

Direct Telephone Calls to: (*name and telephone number*)
William A. Kinnaman, Jr. - Telephone No. (845) 433-1175

Full name of sole or first inventor GERD BREITER
Sole or first inventor's signature <i>Gerd Breiter</i>
Date 06/20/2006
Residence Am Gaensberg 31, D-72218 Wildberg, Federal Republic of Germany
Citizenship Germany
Post Office Address Am Gaensberg 31, D-72218 Wildberg, Federal Republic of Germany

Full name of second inventor, if any GEORG BILDHAUER
Second inventor's signature <i>Georg Bildhauer</i>
Date 06/20/2006
Residence Akazienweg 21, D-71154 Nufringen, Federal Republic of Germany
Citizenship Germany
Post Office Address Akazienweg 21, D-71154 Nufringen, Federal Republic of Germany

Full name of third inventor, if any
HARALD DAUR

Third inventor's signature

Date

06/20/2006

Residence

Ebershaldenstrasse 23, D-73728 Esslingen, Federal Republic of Germany

Citizenship

Germany

Post Office Address

Ebershaldenstrasse 23, D-73728 Esslingen, Federal Republic of Germany

Full name of fourth inventor, if any
GEORG OCHS

Fourth inventor's signature

Date

06/22/2006

Residence

Tannenweg 15, D-71159 Moetzingen, Federal Republic of Germany

Citizenship

Germany

Post Office Address

Tannenweg 15, D-71159 Moetzingen, Federal Republic of Germany

Full name of fifth inventor, if any
ANDREA SCHMIDT

Fifth inventor's signature

Date

06/22/06

Residence

Offenburger Str. 37, D-71034 Boeblingen, Federal Republic of Germany

Citizenship

Germany

Post Office Address

Offenburger Str. 37, D-71034 Boeblingen, Federal Republic of Germany

Full name of sixth inventor, if any

Sixth inventor's signature

Date

Residence

Citizenship

Post Office Address